Continuous Quality Improvement Webinar Three:
"We Are All In This Together"

ACT PLAN STUDY DO

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Today's Objectives

- To review the **PDSA** cycle step by step

- To discuss a framework for **Performance Improvement**

- Defining a **Degree of Excellence**

- **Why CQI**?

- CQI **self-assessment**

- To address **key components** of CQI

Housekeeping

- Please feel free to ask questions
- Participate via speaker or chatbox
- Webinar is being recorded
- Powerpoint will be available after webinar

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REVIEW
Continuous Quality Improvement (CQI)

▸ What is Continuous Quality Improvement (CQI)?

A continuous and ongoing effort to achieve measureable improvements in quality.

A method of improving services to maximize reaching as many individuals in the most efficient way.

Quality is a term used in professional and personal settings.

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Continued…..

▸ Continuous Quality Improvement is a transformational change in an organization's culture.

▸ The Plan, Do, Study, Act (PDSA) cycle is the basic tool to guide continuous quality improvement.

▸ The cycle is executed by a team of frontline staff, with their collective experience and knowledge, to improve work related processes and outcomes.

PDSA Cycle

Plan – Do – Study – Act Cycle

7. Implement System Wide

1. Identify & Select Problem

2. Analyze Problem

3. Generate Potential Solutions

4. Select & Plan Solution

Act   Plan

Study   Do

6. Evaluate Test Implementation

5. Implement Solution on a Test Basis

Think About………..

▶ If change or changes have made a true improvement.

▶ If you were able to sustain changes.

▶ If changes should be spread throughout other areas of your processes.

▶ When or if it's time to stop measuring.

Framework for Performance Improvement

▶ Determine appropriate measures

▶ Identify aims and goals of measures

▶ Determine theory and predictions

▶ Test theory and implement change

▶ Revisit or revise strategy or strategies if needed

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Design an Improvement Plan

▶ What processes would you like to improve/redesign?

▶ Do the processes have a special cause or causes?

▶ What steps will you take toward making improvements?

▶ What effect did your plan have on the process?

Framework for Learning and Changing

▶ What is it that you are trying to accomplish?

▶ How will we know if there was improvement?

▶ What changes can we make that may result in improvement?

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Quality:
A Degree of Excellence

- CQI is important to the families and children we serve

- CQI is important for identifying efficiency and effectiveness

- CQI aids with attracting and retaining quality staff

- CQI attracts and sustains families throughout communities

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So…. WHY CQI?

▶ Improved staff morale

▶ Flexibility to meet changes in service need

▶ Ability to determine & track program integrity and effectiveness

▶ Allows creative/innovative solutions
▶ Improved quality of work

▶ Improved health outcomes

▶ Streamlined processes

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▶ Increased accountability

CQI Self-Assessment
Ask Yourself…..

▶ What is your current level of knowledge?

▶ Do you need guidance from the CQI Consultant?

▶ Do you know how to appropriately apply the PDSA Cycle to a project?

▶ Do you have knowledge of the process/program?

▶ Are you familiar with the project but need to study the method more before making changes**?**

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During Your Team CQI Meetings

▶ Help people on your team determine what they are measuring

▶ Discuss the team's plan for data collection

▶ Help your team link measurements to improvements

▶ Understand each team member's roles

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Motivation for Measuring

- Quality Control

- Quality Assurance

- Quality Improvement
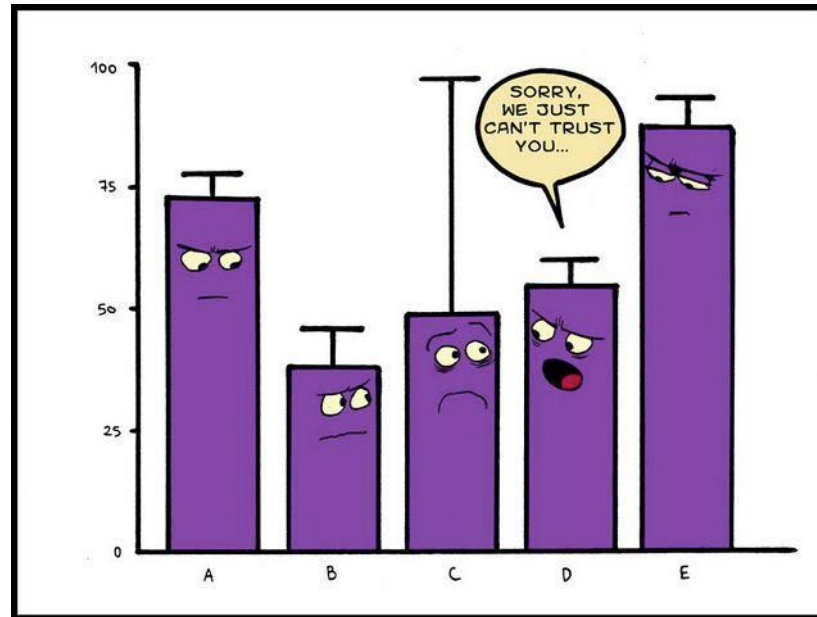
Three Facets of Performance Measurement

- Improvement

- Accountability (Judgment)

- Research

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Three Types of Measures

▶ Outcome Measures

▶ Process Measures

▶ Balancing Measures

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Collection of Data

- Frequency

- Duration

You Have Data

- ▸ Analyze it
- ▸ Look for trends and patterns
- ▸ Identify gaps
- ▸ Decide if change or changes are necessary
- ▸ Execute

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Data
Defectives & Defects

Defectives – in this instance there are only two outcomes: an item/event is either ok or not

Defects – in this instance something has been identified as not "ok." You should determine how many things make the item or event not ok.

CQI Documents & Purpose

▸ Team Charter – used to describe overall goals, identify team members, and tell who, what, when, where, and how.

▸ Process Map – designed to help anyone reviewing the document to understand the process of your programs and how they work.

▸ Fishbones – a tool used to identify possible causes of a process that may not be working efficiently.

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CQI Deliverables & Deadlines

➢ PDSA Worksheet

➢ Monthly Calls

➢ Webinars

➢ Monitoring tool

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Questions?
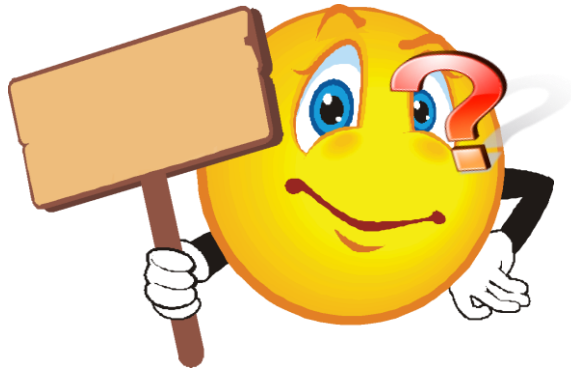
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References & Resources

▶ Ohio State University -- CQI Training: https://www.cphplearn.org/

▶ IHI-Institute- Institute for Healthcare Improvement